

## Equality Impact Assessment Report Template

**Name of policy, procedure or function: Commercial Team including; Food Safety and Hygiene, Health and Safety, Dog and Pest Control**

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| <b>Service Area:<br/>Environmental Health</b> | <b>Team Members:</b><br>(1) <b>Keith Taylor, John Davison, Hugh Weaver, Sally Weaver, Sarah Cromie</b><br>(2) <b>Keith Taylor, Kerry Bowley, Liz Hubbard, Sarah Cromie, Sally Weaver</b> | <b>Date:</b><br><b>13<sup>th</sup> June</b><br><br><b>6th July</b> |
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### Findings

The services within the Environmental Health Commercial Team are long established but have developed over the years. The Dog and Pest Control are responsive services, Food Hygiene and Health and Safety work to a program of inspections etc.

The EIA's identified common issues around language barriers both on appointments and in terms of access to information. The team would benefit also from culture awareness raising as the members of the team are interacting with customers on a daily basis.

There is also a need to monitoring enforcement actions to establish whether or not it is disproportional across the groups.

Food hygiene has particular issues with poor literacy and high staff turn over in the food industry.

The teams have a lot of grass roots information about their customers that needs to be shared with other Council departments in order to join up the services.

### Further Actions

| Problem/barrier identified                        | Actions to overcome problem/barrier                  | Resources required  | Responsibility      | Target date     |
|---|--|---------------------|---------------------|-----------------|
| <b>Consultee information on Health and Safety</b> | Establish Health and Safety business consultee Forum | <b>Officer Time</b> | <b>Kerry Bowley</b> | <b>March 07</b> |

|  |  |                                  |   |                                      |
|--|--|----------------------------------|---|--------------------------------------|
| <b>Accessible information</b>  | Ensure all Fact sheets are on website and in reception with the updates language phrases<br>Distribution of leaflets to Bridge, CREC etc<br>Use CREC to communicate information<br>HSE Language line number in H&S News Letter – include language strapline<br>Promote language line to team | <b>Officer Time</b><br><br>n/a   | <b>Sally Weaver</b><br><br><b>Kerry</b><br><br><b>Sarah</b> | <b>Sept 06</b><br><br><b>July 06</b> |
| <b>New Safer Food Better Business Pack training</b>  | Application for funding to provide training in different languages. In partnership with LCC and other districts  | <b>Bid money</b>                 | <b>Liz Hubbard</b>  | <b>Aug 06 – Dec 06</b>               |
| <b>Personal information on customers extra needs not shared with the rest of the Council</b> | Transfer customer information on to FLARE<br>Discuss at managers meeting   | <b>Officer Time</b>              | <b>Keith Taylor</b>   | <b>Oct 06</b>                        |
| <b>Lack of understanding of cultural issues</b>  | Cultural awareness raising   | <b>Corporate Training budget</b> | <b>Kevin Brewin</b>   | <b>Jan 07</b>                        |
| <b>Lack of monitoring information</b>  | Develop monitoring system for enforcement actions  |                                  | <b>Keith Taylor</b>   | <b>Jan 07</b>                        |